



# Looking to Inspire Your Manufacturing Workforce?

UKG CEO Aaron Ain shows you how  
in his book  
**Work Inspired**



# Take a Peek Inside WorkInspired

**Learn how truly prioritizing employees isn't just good for employees — it's good for business.** When you create an atmosphere where people love to work, amazing things can happen. You'll be able to:

- **Reduce the impact of the skills gap** by creating a differentiated employee experience that attracts and retains top talent
- **Inspire the next generation** of manufacturing employees
- **Improve your bottom line** with the help of an engaged, productive workforce



## Chapter 1: Become an Un-Leader

**Un-leader** *n.* A manager who recognizes that they are not the company and that each employee is both a necessary asset and a valued contributor to the company's overall success.

### What you can do:

- Start a weekly suggestion box. Employees can share ideas for improving processes, supplier relationships, safety protocols, scheduling procedures, and more.
- Don't reserve recognition for leadership: spotlight and show recognition to frontline employees for big team wins and meeting production deadlines.
- Get involved! Spend time on the manufacturing line listening to and helping employees with the parts of their jobs they struggle with.



## Chapter 2: Overcommunicate

When it comes to communication, more really is more. Encourage open-flow communication among managers, employees, and executive leadership to create an inspired workforce.

### What you can do:

- Use collaboration tools that promote and streamline information sharing between employees and managers.
- Communicate regularly, not just once in a blue moon. Make sure managers are holding team meetings and one-on-ones with employees on a regular basis.
- Choose technology that helps free managers to spend more time with their teams on the floor.





## Chapter 3: Trust Them (Again and Again)

Good things come when you trust your workforce. Building a culture of trust and reliability in employee decision making is hugely important in inspiring a manufacturing workforce.

### What you can do:

- Provide employees with the data they need to make good decisions — without having to go to a manager.
- Don't play favorites! Enforce policies consistently, and don't let preferential treatment harm employee engagement or affect employees' trust in management.
- You're a coach, not a cop. Spend less time monitoring employees and more time on coaching and development.

### Did you know:

Half of all U.S. employees have quit jobs to get away from a boss.

Manfred F.R. Kets de Vries, "Do You Hate Your Boss?" Harvard Business Review, December 2016, <https://hbr.org/2015/06/the-top-complaints-from-employees-about-their-leaders>.



## Chapter 4: Hold Managers Accountable

Every employee deserves a great manager! Show employees that you're actively working to make it happen.

### What you can do:

- Hold managers accountable. They should demonstrate effective leadership — and deliver great results.
- Provide managers with technology that lets them effectively measure and manage employee performance.
- Give employees ways to offer feedback on their managers, such as anonymous surveys.





## Chapter 5: Get Serious About Strategy

People feel more confident working in organizations and teams with a clear sense of direction. Communicate how each job connects to the overall company strategy — and have the data to back it up.

### What you can do:

- Make your case. Always use data to justify how decisions relate to the overall company strategy.
- Be transparent. Show employees the progress toward company goals and individual contributions.
- Share the news. Communicate business strategies to employees and show them how their work makes an impact.

“ People feel more confident working in teams with a clear sense of direction. ”

Aron Ain, *WorkInspired*, page 82.



## Chapter 6: Have Fun

Your employees spend a ton of their time at work — make it a more enjoyable place to be!

### What you can do:

- Recognize! Award top performers with prizes like shift MVP and employee of the month.
- Celebrate! Observe employee appreciation days and monthly employee birthday parties.
- Who doesn't love a friendly competition? Turn part of work — like attendance — into a game or contest.





## CHAPTER 7:

# Astonish Them with Kindness

Sometimes the smallest things make the biggest difference in how employees view their employers — go the extra mile and show you care about and value them.

### What you can do:

- Make it a point to talk with employees. Learn and remember details about their families, hobbies, and interests.
- Understand life's milestones. Be flexible when it matters, like extending time off for marriage and family.
- Learn about their career goals and help them take steps to get there.





## Chapter 8: Keep Your People Safe

Employees want to know they'll be safe at work. Show them you're actively pursuing and implementing new ways to protect the workforce.

### What you can do:

- Train, train, train! Make sure proper training and certifications are always implemented and tracked.
- Don't fall asleep on the job. Use advanced scheduling tools to avoid fatigue and burnout from things like consecutive days worked or too much overtime.
- Take a break. Watch that employees are taking all the allocated meals and breaks they're entitled to.

“ Employees want leaders and managers to stand up for them in times of uncertainty. ”

Aron Ain, *WorkInspired*, page 127.



## Chapter 9: Give Employees Their Time Back

Employees have lives outside work, and they deserve to enjoy them — with adequate time off and schedules that make sense.

### What you can do:

- Be flexible. Let employees swap shifts and incorporate their preferences into your scheduling solution.
- Make it mobile. Leverage mobile technology to give employees anytime, anywhere access to schedules and personal information.
- Share visibility into time-off balance so employees can plan accordingly. Use modern technology to take managers out of the approval process and give employees instant responses to their requests.





## Chapter 10: Welcome “Boomerang” Employees

“Boomerang” employees are valuable contributors who choose to leave an organization and then return after exploring other opportunities.

### What you can do:

- Actively recruit boomerangs. Don’t hold it against them if they chose to pursue other opportunities to advance their careers.
- Make it attractive. Lure employees back with more than just money — they’ll value best-in-class employee experience, enhanced scheduling, and mobile technologies.
- You don’t own them. Promote your company as one that appreciates employees when they take advantage of other opportunities — and when they want to return.



## Chapter 11: Celebrate to Motivate

Celebrate small wins with employees, encouraging and motivating them to keep up the good work.

### What you can do:

- Celebrate milestones. Analytics can help you identify work anniversaries, big wins, and hitting production goals.
- Celebrate managers. Reward top performers and managers who have outstanding employee relationships with extra vacation time and bonuses.
- Celebrate the dynamic duo. You'll make progress against the skills gap by welcoming new employees — and thanking the workers who referred them.

“ Having fun can help you forge better relationships with your employees and lead to higher engagement. ”

Aron Ain, *WorkInspired*, page 109.



## Chapter 12: Respect Everyone's Culture

No matter where you operate or how large or small your organization is, make the effort to support and respect your diverse workforce.

### What you can do:

- Be local and global. Take regional and cultural norms into consideration when developing work rules and scheduling policies.
- Avoid babel. Leverage tools that allow employees to view information in their native languages.
- Be inclusive. If decisions are going to affect multiple locations, consider each facility in the decision-making process.





## Chapter 13: Put Yourself Out of Business

With Industry 4.0 technologies on the rise, manufacturers can revolutionize the way they operate. You're going to need the innovation and critical thinking of your workforce to make it a reality.

### What you can do:

- Employees are working in operations every day. They're likely full of ideas for innovating and reinventing your business — listen to them.
- Think outside the box. Be willing to take risks and encourage your employees to do the same. Data will help you track the impact.
- Invest in Industry 4.0 technologies and show employees how important they are to the transformation.

“Dedicate yourself and your teams to rethinking and improving how you operate.”

*Aron Ain, WorkInspired, page 202.*



## Chapter 14: Empower the Next Generation

Secure a future talent pool by increasing interest in manufacturing and inspiring future generations with opportunity.

### What you can do:

- Say Hello. Invest in community events that reach and inspire the next generation, like STEM activities and MFG Day.
- Host a “Take Your Child to Work” day, encourage site visits, and reach out to local schools and training programs.
- Wise workforce. Mentoring programs help transfer knowledge from experienced employees to new ones, ensuring continuity and combating the skills gap.



**To learn how UKG technology can  
help you create a differentiated  
employee experience, call +1 800 225 1561.**



**Our purpose is people**

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